higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 2

(11011002)

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13:00–15:30

This question paper consists of 8 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
HOSPITALITY GENERICS
NQF LEVEL 2
TIME: 2½ HOURS
MARKS: 150

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Use only a black or blue pen.
5. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 A guest is offered a room, and all services required such as meals and washing facilities.

A Camping accommodation
B Self-catering accommodation
C Bed and breakfast accommodation
D Fully serviced accommodation

1.1.2 This is referred to as high-risk food

A Jam
B Atchaar
C Meat
D Dried fruits

1.1.3 Knife used to cut vegetables and fruits.

A Paring knife
B Filleting knife
C Cleaver
D Deboning knife

1.1.4 During this stage, the cells of micro-organisms adapt to the environment and they start to increase in size and growth.

A Lag stage
B Stationed stage
C Holding stage
D Declining stage

1.1.5 … will assist tourists with all activities during the tour.

A Travel agents
B Tour organisers
C Tour guides
D Tour operators

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1.1.6 When food is cooked, it must reach an internal temperature of … to ensure that all the bacteria have been killed.

A 75 °C
B 180 °C
C 45 °C
D 230 °C

1.1.7 The following measuring utensil must be used to measure 20 ml of baking powder.

A Electronic scale
B Measuring jugs
C Measuring spoons
D Measuring cups

1.1.8 The salmonella bacteria can be found in …

A bread.
B raw chicken.
C fruits and vegetables.
D cooked rice.

1.1.9 The following micro-organisms are required for the fermentation of wine and beer:

A Bacteria
B Yeast
C Mould
D Viruses

1.1.10 Micro-organisms multiply within …

A an hour.
B 20 minutes.
C 10 seconds.
D a day.

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 A food service worker should bath at least once a week.

1.2.2 A chef's uniform is worn to portray the beauty of the chef.

1.2.3 The housekeeping manager ensures that the hotel rooms are properly cleaned.

1.2.4 Hands should be washed only when they are dirty.

1.2.5 The terms *fauna* and *flora* refer to animals and plants.

1.2.6 Tying hair back in the kitchen is not an acceptable behaviour.

1.2.7 Any food service worker with the flu can continue working as long as it is reported to the supervisor.

1.2.8 Chicken pox can be transferred by sitting next to an infected person.

1.2.9 Tourists visit our country to take our local jobs.

1.2.10 Mapungubwe is a World Heritage site.

(10 × 1) (10)

1.3 Choose a term from COLUMN B that matches the uses in COLUMN A. Write only the letter (A−L) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Measuring and portioning liquids	A	palette knife
1.3.2	Destroys bacteria/germs	B	rubber spatula
1.3.3	Protect hands	C	spider
1.3.4	Spreads cake icing	D	detergents
1.3.5	Cleans surfaces and items	E	squeegee
1.3.6	Scoops vegetables or seafood from cooking liquid	F	cloths and sponges
1.3.7	Removes stains	G	ladle
1.3.8	Removes dirt and stains	H	gloves
1.3.9	Scrape mixtures from containers	I	degreaser
1.3.10	Cleans windows	J	abrasive cleaner
		K	bleach
		L	cook's knife

(10 × 1) (10)
[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1 Poor service delivery adversely affects hospitality, travel, and tourism industry.

Give examples of poor service delivery. (3 × 1) (3)

2.2 Describe the duties of Executive Chef as one of hospitality job opportunities or career paths that one can follow. (3 × 1) (3)

2.3 Outline the benefits of having tourists in our country. (3 × 1) (3)

2.4 Explain the correct procedure for storing the following cleaning materials and equipment.

2.4.1 Vacuum cleaner

2.4.2 Brush/Broom

2.4.3 Squeegees/Mop

(3 × 2) (6)

2.5 Briefly explain the importance of storing cleaning equipment and materials correctly. (3 × 1) (3)

2.6 Explain the correct procedures that should be adhered to when storing equipment and utensils. (3 × 1) (3)

2.7 Briefly explain the correct way of cleaning bowls, dishes and moulds. (3 × 1) (3)

2.8 Explain the procedures to follow when an unexpected situation happened where a colleague got injured when cleaning equipment. (3 × 1) (3)

2.9 Describe the personal hygiene health practices that should be followed when sneezing and coughing to prevent contamination of food. (3 × 1) (3)

[30]

QUESTION 3

3.1 Give examples of materials that can be recycled. (6 × 1) (6)

3.2 Give TWO examples of each of the following waste:

3.2.1 Wet waste

3.2.2 Sanitary waste

3.2.3 Hazardous waste

(3 × 2) (6)

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3.3 Explain the procedures to follow when preparing the following waste for collection and disposal:

3.3.1 Food waste

3.3.2 Cigarettes/matches/ashes

3.3.3 Pressurised containers

3.3.4 Chemicals

(4 × 2) (8)

3.4 Explain how the rubbish/dust bins should be cleaned. (4 × 1) (4)

3.5 Briefly explain how one should respond in the following situations:

3.5.1 Waste spillages

3.5.2 Falling during waste preparation

(2 × 3) (6)
[30]

QUESTION 4

4.1 Define the term *team*. (2)

4.2 Describe the following structure/formation/development stages of a team:

4.2.1 Norming stage

4.2.2 Storming

(2 × 2) (4)

4.3 Describe the following examples of teams:

4.3.1 Quality cycles

4.3.2 Production line team

4.3.3 Study groups

(3 × 2) (6)

4.4 Briefly describe the roles and responsibilities of team members that guide them to be more effective in a team. (6 × 1) (6)

4.5 Briefly outline the aspects that negatively affect teams in the workplace or learning environment under the following sub-headings:

4.5.1 Work environment (3 × 1) (3)

4.5.2 Membership (2 × 1) (2)

4.5.3 Organisation (3 × 1) (3)

4.6 Team review is essential to determine the effectiveness of a team on a given task.

Outline FOUR general problems that may be experienced by team members causing poor performance and attainment of goals. (4)
[30]

QUESTION 5

5.1 Give the meaning of the acronym HACCP as used in food hygiene. (5)

5.2 Identify a micro-organism suitable for the production of penicillin. (1)

5.3 Give SIX golden rules that should be applied in food handling practices and procedures. (6)

5.4 Explain the difference between *inhibiting microbial growth* and *killing microorganisms.* (2 × 2) (4)

5.5 Name the growth and reproduction requirements of microorganisms. (4 × 1) (4)

5.6 Outline FOUR ways to prevent microbial cross-contamination in food processing areas and procedures. (4)

5.7 Give SIX correct procedures to follow when washing hands properly to prevent cross-contamination. (6)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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